

eWIC – Training Overview & General Changes

Intro

This MOWINS on-demand training module...

Intro1

...is provided by the Missouri Department of Health and Senior Services, Bureau of WIC and Nutrition Services. It provides an overview of eWIC training and some of the general eWIC changes in MOWINS.

eWIC Online Training Overview

Audio

This course contains audio. Please turn on your speakers.

Modules

The eWIC MOWINS training modules must be used for training WIC staff on MOWINS changes and new functionality due to the implementation of eWIC.

Training Requirements

All staff who use MOWINS are required to view the online training modules.

The MOWINS training modules must be viewed in the order they display on the web page.

It is recommended you watch the training modules, which range from 5 to 14 minutes in length, in 20 to 30 minute increments to increase retention and decrease the likelihood of viewer fatigue.

MOWINS Module Overview

The first three (3) modules will provide a general overview of MOWINS changes and processes. Modules four (4) through six (6) will allow you to practice daily eWIC activities. The remaining modules will review less common situations, such as changing

food or formula benefits already issued, changing household IDs, and managing direct shipment of formula.

At the end of each module, you will be asked to answer questions that emphasize some of the important concepts you have learned.

Cheat sheets will be provided for the less common situations. It may be helpful to review these sheets along with the modules they support.

Buttons

These modules are designed to move quickly. You can pause, move back, or move forward a slide at any time during the training by clicking the buttons at the bottom of the screen.

Participant Search

PAN

With eWIC, you will notice the PAN# radio button on the Participant List screen is now enabled.

<no script> Click the **PAN#** radio button.

PAN stands for Personal Account Number and is located on the front of the eWIC card.

eWIC card

eWIC cards are assigned at the household level. Each household is assigned one (1) card.

Each card contains a unique PAN. After assigning a card to a household, MOWINS will allow you to search for a household using the PAN number.

Card Reader

The card reader, which will be reviewed in more detail in the next module, can be used to auto populate the PAN number into the PAN# field by inserting the card. If not using the card reader, the user will need to manually enter the PAN number into the PAN# field.

<no script> Type: 1234569100000124 and click the Search button or press the Enter key on the keyboard.

Toggle On-site

When using the PAN number to search for a participant, the Toggle On-site screen will automatically open and function as usual.

If you already use the Toggle On-site screen, you should be familiar with how this screen works.

If you do not currently use the Toggle On-Site screen, you can click the Cancel button to resume.

<no script> Click the **Cancel** button.

Transfers

Initiate Transfer

Let's take a look at the Duck family. Daisy Duck is currently assigned to Agency 509 and Delilah Duck is assigned to Agency 88.

Go ahead and open Daisy Duck's participant folder.

<no script> Double-click to open Daisy Duck's participant folder.

<no script> Click to open Daisy Duck's participant folder.

When a transfer is initiated, the "Do you want to transfer?" message displays in a pop up box. In this example, we will click Yes to transfer the participant.

<no script> Click the **Yes** button.

After confirming you want to transfer the participant, the Transfer Participant(s) screen will appear.

All household members are listed, including those belonging to Agency 88.

Since participants assigned to Agency 88 are transferred back to Agency 88 by the End-of-Day process, let's transfer Delilah Duck to the new agency as well.

Clicking the **OK** button in this screen will continue the transfer process. Clicking the **Cancel** button will stop the transfer.

<no script> Click the **OK** button or press the Enter key on the keyboard.

Lock

Once we click the **OK** button, the agency numbers will update.

A message will appear in a pop up box indicating that the clinic change must be communicated to the EBT processor.

If we click the **Cancel** button on this message...

...the system changes the Agency Number and Clinic Number back to the original number and displays another message indicating communication with the EBT processor was unsuccessful and the Participant Folder is now locked. Our only option is to click **OK**.

Lock1

After clicking the **OK** button, the Participant Folder opens. As stated in the previous pop up message, all the fields are grayed out indicating they are locked.

To unlock the Participant Folder, we will need to close the folder and reopen it to start the transfer process over again.

EBT HH Demo

This time we will complete the transfer process by clicking the **OK** button on the pop up message telling us to communicate with the EBT processor.

<no script> Click the OK button or press the Enter key on the keyboard.

After clicking the **OK** button, the EBT Household Demographics screen will open.

This screen allows us to update and send household information to the EBT processor.

This screen can also be accessed through the Participant Folder.

Complete Transfer

Let's complete our participant transfer by clicking the **Send EBT Data** button at the bottom of the screen.

<no script> Click the **Send EBT Data** button.

Alert

Any user-defined and system alerts will display after the EBT Household Demographics screen closes.

After reviewing the household alerts, press the **Close** button to return to the Participant List screen.

<no script> Click the **Close** button or press the Enter key on the keyboard.

PF

<no script> Display Participant Folder

Applicant Prescreening

Create New HH

Although the proxy information can now only be updated in the EBT Household Demographics screen, when creating a new household...

<no script> Click the **Create New Household** icon.

New Prescreen

...the Authorized Representative section is enabled and can be completed.

However, once we've added a woman to the household and add another member...

Add Woman

<no script> Click the **Add Another Household Member** radio button.

Add Another

<no script> Click the OK button or press the Enter key on the keyboard.

Disabled

...the system will auto-populate the applicant's name into the Authorized Representative fields. The Authorized Representative section is now disabled and can only be updated in the EBT Household Demographics screen.

Disabled1

The Authorized Representative section is also disabled once we complete the information while prescreening other members of a new household.

Add Member

When adding members to an existing household, such as when prescreening a child...

<no script> Click the **Create New Member** icon.

Prescreen

...the Authorized Representative section is disabled since the information has already been completed and must be updated in the EBT Household Demographics screen.

Demographics Changes

Clinic Assigned

There are two (2) changes to the Demographics with eWIC implementation.

First, the Clinic Assigned drop-down list is disabled and can no longer be used to transfer participants to another clinic within the same agency.

Representatives

The second change to the Demographics tab is located in the AdditionalInfo2 tab on the right.

<no script> Click the **AdditionalInfo2** tab.

Since only the Authorized Representative can be set as the Primary Card Holder, this information can now only be changed in the EBT Household Demographics screen.

The Authorized Representative fields are now disabled and an EBT Household Demographics button has been added to this tab.

Guided Script Changes

CGS

A link to the EBT Household Demographics screen has also been added to the Certification Guided Script.

It is not required as part of the Certification Guided Script.

MCA GS

A link has also been added to the Mid-certification Assessment Guided Script. Again, it is not required as part of the Mid-certification Assessment Guided Script.

Benefit Management Menu

Benefit Management Menu

The Benefit Management menu provides access to most of the eWIC functionality.

As we transition to eWIC, participants with unexpired paper benefits who belong to an eWIC clinic will have benefit options that apply to both types of issuance.

Issue Benefits, like the icon in the Participant Folder, still opens the Issue Benefits screen in eWIC MOWINS.

Paper BM Menu

Once a clinic has implemented eWIC, the only paper benefit function that should be used is Void Benefits.

A fully implemented eWIC clinic will no longer use the drop-down menu options of: Mark Benefits as Lost/Stolen, Reprint Benefits for Custody Change, and Add/Replace Set of Benefits.

eWIC BM Menu

For participants with no paper benefits, only eWIC options will be displayed in the Benefit Management drop-down menu.

<no script> Click on the **Benefit Management** menu.

Please note, Add Set of Benefits is not used by Missouri WIC since MOWINS already auto-suggests the last set of benefits allowed for late issuance prior to recertification.

Question 1

True or False. When **transferring** participants, clicking **Cancel** on the message shown will lock the Participant Folder.

Answer 1

True. Communication to the EBT processor during the transfer process should not be canceled because it will lock the Participant Folder.

Ideally, the transfer process should be canceled in the Transfer Participants screen before “The clinic change must be communicated with the EBT Processor” message displays.

Question 2

True or False. The Clinic Assigned drop-down list is disabled and can no longer be used to transfer participants to another clinic within the same agency.

Answer 2

True. Agencies will no longer be able to use the Clinic Assigned drop-down list to transfer participants from one clinic to another within the same agency.

Question 3

True or False. Authorized Representative or Proxy information can only be updated in the EBT Household Demographics screen.

Answer 3

True. A user will only be able to update the Authorized Representative or Proxy information from within the EBT Household Demographics screen. The field will be disabled in the participant's folder.

Question 4

True or False. The EBT Household Demographics link is **required** to complete the Certification Guided Script.

Answer 4

False. The EBT Household Demographics link is NOT REQUIRED in either the Certification Guided Script or Mid-certification Assessment Guided Script.

Question 5

What paper benefit functions can still be used once the clinic has implemented eWIC? Choose all that apply.

Answer 5

A. Void Benefits. Only Void Benefits should be used.

End

Thank you for viewing this on-demand MOWINS training module presented by the Missouri Department of Health and Senior Services, Bureau of WIC and Nutrition Services.